


NIGERIA
GOVERNORS'
FORUM



KNOWLEDGE MANAGEMENT

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*A presentation for induction of Secretarial Staff of the NGF by
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BACKGROUND

- The Nigeria Governors' Forum has embarked on a knowledge management initiative.
- This initiative was chosen because knowledge is a key measure for the performance of the forum.
- The NGF has recognized that it is a 'knowledge organization'.
- This led to the development of development of a Framework for implementing KM into the institutional structure and activities of the Forum.

PRESENTATION OBJECTIVES

- At the end of our interaction, we should be able to;
 1. Define KM and its components
 2. Define a Learning Organization and its relationship to KM
 3. Have a deepened understanding of the KM project at the Secretariat
 4. Understand our individual roles in developing a learning organization
 5. Know what the NGF CMS “the hub” is and its features and functions

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PRESENTATION OUTLINE

- Introduction
- Background:
 - What is KM?
 - KM components
 - KM and the Learning Organization
- KM at the NGF Secretariat: where we are
- KM at the NGF Secretariat: where we want to be
- KM at the NGF Secretariat: How to get there
- Goals for 2012
- The NGF CMS

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WHAT IS KNOWLEDGE MANAGEMENT?

- *“KM is about creating, identifying, capturing and sharing knowledge. It is about getting “the **right knowledge**, in the **right place**, at the **right time**,” particularly in terms of influencing an action or a decision”* (The ABC of KM)
- Knowledge Management (KM) is about building organisational intelligence to improve performance. It gives people the tools to improve the way they capture, share and use knowledge and helps them build on experience to ensure better practice, strategy and policy.

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COMPONENTS OF KM*

1. People
2. Processes
3. Content
4. Technology

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WHAT IS KNOWLEDGE?

- Knowledge is....

...a familiarity with someone or something, which can include information, facts, descriptions, or skills acquired through experience or education.

...It can refer to the theoretical or practical understanding of a subject.

...It can be implicit (as with practical skill or expertise) or explicit (as with the theoretical understanding of a subject)...

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WHAT IS KNOWLEDGE?

1. Data
2. Information
3. Knowledge
4. Wisdom

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TYPES OF KNOWLEDGE (IN KM)

1. Explicit Knowledge

- is that which has been written or otherwise recorded
- is systematic and easily communicated in the form of hard data or codified procedures
- includes books, manuals, reports, policy documents and procedures.
- can be readily identified, articulated, captured, shared and applied.

2. Tacit Knowledge

- is that which does not exist in a physical or electronic form
- usually strongly associated with individuals
- a 'mental model', i.e. beliefs and perspectives

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THE LEARNING ORGANIZATION

- A learning organisation is one with the capability to adapt to changes in its environment and to respond to lessons learned by altering organisational behaviour.
- Simply put, a Learning Organization is an organization that creates an institutional structure and system where individual experiences contribute immensely to corporate objective through the tool of a KM System

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THE LEARNING ORGANIZATION

Building a Learning Organization involves developing the following as a requisite minimum

- Visionary Management
- Technically competent and skilled staff with defined job roles
- Clear, defined and laid out Knowledge processes at both routine and project levels
- Appropriate Technology for assess to resources and processes

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CHARACTERISTICS OF A LEARNING ORGANIZATION

- Achieves organizational change through a KM System
- Knowledge is intentionally embedded in processes, policies, systems, and controls
- Provides continuous and better learning opportunities.
- Links individual performance with organizational performance.

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KM AT THE NGF SECRETARIAT: - - WHERE WE ARE

- KM Framework developed
- KM Initiative commenced
- CMS has been deployed
- Development of KM Tools commenced
- KM component of SPRM commenced
- Document conversion and deployment of EDMS
- New Website being developed

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KM AT THE NGF SECRETARIAT: WHERE WE WANT TO BE

- A Centre of policy advising all States on policy issues; enriching democracy; Centre of knowledge and good governance.
- A policy nerve Centre of the Governors.
- A channel for feedback from stakeholders.
- To have improved relations and more relevant engagement with development partners.
- Top of the range Resource Centre with publications on Governance issues.
- Improved relations between Governments and the governed.
- To foster effective alliances with the Legislative arm.
- At par with the National Governors' Association of the United States.

GOALS FOR 2012

- Institute a Knowledge Sharing Culture at the Secretariat through weekly in house trainings/competency building engagements
- Recruit and equip a full fledged KM Unit of the Forum
- Commence the drive to develop the largest online depository of knowledge resources in our core areas by rigorous upload of information on the CMS

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GOALS FOR 2012

- Institute a KM culture through the use of standard templates and forms for all knowledge generating processes (Minutes, Reports, Memos, Project documentations etc.)
- Launch the NGF Secretariat Library and Resource Centre with support from technical partners
- Ensure that the NGF is present at every event pertaining our core areas through the development of a Calendar of events (Seminars, Conferences, Workshops etc.)

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GOALS

- Ensure that our principals interact with the CMS at least once a month
- Develop a Capacity building calendar for NGF Staff in order to develop specific KM competencies

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THANKS FOR YOUR KIND ATTENTION

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